Wisconsin Service**Point**

VENDOR REQUIREMENTS

Policy:

The vendor will develop, implement and maintain data security components of operations and will monitor the system's successes and failures to validate its effectiveness.

Standard:
Access to areas containing equipment, data and software will be secured. All client identifying information will be strictly safeguarded. All data will be securely protected. Ongoing security assessments will be conducted on a regular basis.

Purpose:
To maintain and administer central and backup server operations including security procedures.

Supporting Documents:

Physical Security

Bowman Systems' data center is located at its headquarters in Shreveport, Louisiana. Located in a 20-story office complex, 24-hour security is provided. After normal business hours, card access is required and monitored. In addition, separate, limited key access is required for entry into the main office and into the server room.

Firewall Protection

The vendor will secure the perimeter of its network using technology from firewall vendors. Company system administrators monitor firewall logs to determine unusual patterns and possible system vulnerabilities.

User Authentication

ServicePoint™ can only be accessed with a valid username and password combination, which is encrypted via SSL for Internet transmission to prevent theft. If a user enters an invalid password four consecutive times, ServicePoint™ automatically shuts them out of that session. For added security, the session key is automatically scrambled and re-established in the background at regular intervals.

Application Security

In addition to restricting access to only authorized users, ServicePoint™ utilizes a system of multiple access levels. These levels automatically detect the user access level and controls access to appropriate data.

Database Security

Wherever possible, all database access is controlled at the operating system and database connection level for additional security. Access to production databases is limited to a minimal number of points; as with production servers, production databases do not share a master password database.

	Technical support
Resources: **HMIS WEB SITE (WISP)** https://wisconsin.servicept.com **HMIS INFOrmed** www.hmis.info/default.asp **Wisconsin HMIS** http://wisp.wi.gov **WISP HELP** sphelp@commerce.state.wi.us **Works in Progress**:	Whenever possible Bowman staff will assist system administrators at the Bureau of Housing with software glitches, special programming, and explanation of system functionality. **Technical performance** The vendor maintains the system including backup, retrieval and server functionality/operation. Upgrades to the system software are in continuous development and implementation. **Hardware Disposal** Data stored on broken equipment or equipment intended for disposal is destroyed using industry standard procedures